

## SECOND-GENERATION LEADER BOOSTS EFFICIENCY

**ABOUT HAMPFORD RESEARCH INC.** Hampford Research, Inc. is a global supplier to Fortune 500 chemical and high-tech customers. The company specializes in producing high-purity chemicals for use in the electronics, coatings, personal care, printing/imaging and adhesives markets. When founder Jack Hampford passed away, his daughter, Kate Hampford Donahue, took the helm. Located in Stratford, Connecticut, Hampford operates in two facilities with 30 employees and 20 reactors, filters, dryers and centrifuges.

**THE CHALLENGE.** Hampford entered a period of growth, becoming a choice supplier for a large order to a top customer. Anticipating production increases, the company added seven jobs and began reassessing its efficiency potential. Donahue had a strong business background and wanted to continue her father's legacy of running a company that had become a pillar in the local business community. Taking a hard look at the plant layout, coupled with the lack of standard operating procedures, she realized the company culture needed to shift away from "the way we've always done it" to "how can we do it better?". Donahue asked CONNSTEP to guide Hampford in an enterprise-wide Lean Transformation after two organizations recommended the NIST MEP affiliate to Hampford: Dymax Corporation (an existing CONNSTEP client) and the New Haven Manufacturers Association.

**MEP CENTER'S ROLE.** CONNSTEP led Hampford through 12 Lean sub-projects, including assessments, workshops, and improvement events. The company participated in a PROBE Benchmark Assessment, Organizational Readiness Assessment, and Voice of the Customer Survey, and CONNSTEP trained Hampford employees in strategic planning, Value Stream Mapping, Lean Awareness, Kaizen events, 5S workplace organization, and Visual Management. CONNSTEP also recommended an off-site Continuous Improvement Champion Certification (CICC) training and provided coaching for the Continuous Improvement Steering Committee.

The company targeted areas to streamline, setting goals to reduce time, travel distance, and costs in each project area. Hampford reduced travel time by 95 percent on the Resale Material Conversion Project, improved active time by 72 percent on the Boiler Maintenance project, and reduced lead time by 39 percent on the VTD-4 project. Donahue established a Lean Steering Committee within Hampford, increasing employee engagement and promoting a Lean culture throughout the company.

"CONNSTEP's team understands us. They continually feed us the next step, know where we should be heading and when we're ready to take those steps."

-Kate Hampford Donahue, President & CEO

## RESULTS



Reduced touch time by **440** hours per year



Reduced travel and touch time by **15.5** weeks per year



Reduced lead time by **22** days on one product line, and travel time by 262k steps



Reduced paperwork processing by **28** hours per year

## CONTACT US



1090 Elm Street  
Suite 202  
Rocky Hill, CT 06067-1849



(860)529-5120 x3204



[www.connnstep.org](http://www.connnstep.org)

